

## Residential Landlord Association Accreditation Scheme

### Tenant Guide

#### RLAAS Accredited Members

By selecting a landlord with the RLAAS logo, you can rest assured your landlord is a competent and professional person who is aware of and will abide by all laws and regulations concerning property letting.

All accredited landlords undergo a CPD (*continuous professional development course*) ensuring the landlord is provided with the latest policy and legal information and has access to our help desk thus improving the relationship between landlords and tenants.

Selecting to rent through a RLAAS Landlord lowers your risk in choosing a property. Landlords who come forward to join the scheme have done so on an entirely voluntary basis. They have joined the scheme because they believe they are the best in the business and can be relied upon to make your experience as a tenant as enjoyable as possible.

#### Tenant and Landlord Responsibilities

RLAAS stresses the issue of landlord compliance and tenants' rights seriously, but we are also aware of the responsibilities you have as tenants. RLAAS also provides help and support to accredited landlords who have an issue with tenant anti-social behaviour.

Accredited landlords provide good quality accommodation that is randomly sampled. They have the required knowledge to carry out their business professionally and politely in line with current laws and best practice. If they do not reach or maintain this level of service you as tenants have the right to complain to us and we have the power to take action. In return, tenants of accredited landlords are asked to treat their rented property respectfully and to avoid anti-social behaviour, thereby promoting a mutually beneficial and lasting relationship between landlord and tenant.

#### Looking after the Property

Confirm in writing to the landlord all necessary repairs, and to keep a copy; urgent repairs must be immediately reported verbally, in addition to being confirmed in writing. On receipt of suitable notice, provide their landlord or any person authorized on their behalf, with access to their accommodation to carry out an inspection or repair. With the exception of fair wear and tear, repair to satisfactory standard with the prior agreement of the landlord, or otherwise compensate the landlord, for any damage to their accommodation including fixtures, fittings and furniture.

Maintain the property in a clean and tidy condition especially the kitchen and bathroom.

Replace spent light bulbs.

Obtain their landlords' prior written permission to decorate any rooms, put up shelves, or make any alterations to the fabric of their accommodation.

## **Visual Appearance**

Show respect for their accommodation, not use any willful damage and report any damages, defacement (including graffiti) and fly-posting promptly. Keep gardens/yards free from refuse and in a tidy condition.

## **Health & Safety**

Ensure all fixtures and fittings are used in a manner of which they were designed particularly gas and electrical appliances.

## **Fire Safety**

Follow instructions for fire safety

Ensure that fire doors are kept closed and not wedged open.

## **Tenants' Code**

### **General Conduct**

Conduct the tenancy courteously and responsibly.

### **Commencement of Tenancy**

Ensure all references provided are authentic.

Pay their rent on time in accordance with the agreed manner of payment.

Contact the gas, electricity and water supply companies to register suppliers in their name, to register for Council Tax on the day they commence occupancy of their accommodation.

Ensure they read and understand the Tenancy Agreement and Tenant Guide.

Carry out an inspection of the property and inform the landlord in writing of any damage or defects at the commencement of the tenancy.

### **During the Tenancy**

Behave in a reasonable manner and not to cause a nuisance to, or be anti social with their neighbours.

Not create excessive noise which causes a nuisance to neighbours, having regard to the time and location of sensitive areas within neighbouring premises.

Not carry out any profession, trade or business from the property without the landlord's written consent.

## Benefits to Tenants

RLAAS can help tenants who are looking for housing accommodation in the private rented sector. Tenants looking for private rented accommodation can ask landlords/managing agents if they are part of the scheme and check with the Landlord Accreditation team if their membership is still current.

RLAAS members must manage and maintain their properties as tenancies should meet the following:

## Property Standards

- Sufficient waste disposal facilities
- Property is damp free
- Bathroom and kitchen facilities meet agreed standards of health, safety and comfort
- Property is secured
- EPC certificate
- There is adequate heating
- Compliant to Furniture/Furnishings Fire Regulations
- Current Gas Safety Certificate
- Electrical Safety Certificate
- Current Buildings Insurance
- The landlord will carry out regular inspection of the property
- Measures taken to make sure your home is safe and secure

## Management Standards

- An independent means of dealing with complaints and resolving disputes.
- A tenant deposit scheme procedure which complies with the accurate written inventory and schedule of condition.
- You have been given a written copy of your tenancy agreement which is clearly readable and shows the level of rent due including dates when rent is due, amounts and methods of payment. Your agreement states whether you are responsible for the payment of water rates, utility bills and council tax.
- If you ask for it, your landlord will provide you with receipts for payments of rent, deposits or service charges.
- Photocopied evidence available to tenants of Buildings Insurance, and the Gas and Electrical Safety Certificates.
- Repairs contact and procedure.
- Full explanation of use of security alarm and procedure.
- Your landlord has a commitment to deal responsively with complaints about tenant behaviour. This means anti-social behavior will not be tolerated and your landlord will discuss any complaints received with you. This may also be covered in your tenancy agreement.
- The name and address of the landlord/agent is stated in your tenancy agreement.

## Address

### Residential Landlord Association Accreditation Scheme (RLAAS)

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